

Nebraska Public Service Commission

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JEFFREY L. PURSLEY

June 21, 2017

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2016 through May 31, 2017
CG DOCKET NO. 03-123

Dear Commission's Secretary:

The Nebraska Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(1) of the FCC's rules. The enclosed complaint log reflects the period June 1, 2016 through May 31, 2017.

Sprint processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Complaints are resolved within 24 hours unless otherwise noted.

Nebraska Relay Service provided by Sprint received two (2) complaints in violation of FCC mandatory minimum standards for the time period June 1, 2016 through May 31, 2017.

Also, the Nebraska Public Service Commission voluntarily submits a log of CapTel (Captioned Telephone) inquiries and complaints for the reporting period. Out of 41 contacts made by Nebraska CapTel users, 10 were deemed to be inquiries and 31 technical related. The Commission notes that out of the 31 technical complaints, 13 were due to equipment mismatch with the type of telephone service being used. None of the complaints involved a violation of FCC mandatory minimum standards. The submitted spreadsheet and FCC Complaint Log summarizes the nature of the complaint and resolution.

Please feel free to contact myself at 402-471-0225 Voice or Email: steve.stovall@nebraska.gov or C. Emma Danielson with Sprint Relay at 217-698-4031 Voice, 877-698-5520 TTY or Email: emma.danielson@sprint.com with any questions regarding the above.

Sincerely,

Steven G. Stovall-Accountant
Nebraska Public Service Commission



Sprint
Accessibility

Nebraska FCC Complaint Log

2016 - 2017

Complaint Tracking for Nebraska (06/01/2016-05/31/2017). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/16/16	Customer stated she has issue placing a local call. A trouble ticket was entered. She would like a follow on this matter as well as the trouble ticket number. Supervisor apologized for the inconvenience.	06/16/16	The technicians fixed the platform and now the customer can make calls. Left a message on the customer's TTY letting her know it is working.
2	06/16/16	Nebraska customer was not able to make a local call in area code 402. A trouble ticket was opened. Temporary fix put in effect. No follow up requested.	06/16/16	This dialing issue was corrected by deploying an updated version of the Phoenix application server. It was incorrectly flagging area code 402 as international.